

Smart Metering Entity (SME) MDM/R Report

2nd Quarter 2019
April to June

Issue 24.0 - July 31, 2019

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Introduction

PURPOSE AND CONTENTS

The purpose of this report is to provide a quarterly update to the Ontario Energy Board on the ongoing operations of the Meter Data Management and Repository (MDM/R).

More information about the provincial Smart Metering Initiative and the MDM/R is available on the IESO/SME website (<http://www.ieso.ca/sector-participants/smart-metering-entity>), the Ontario Energy Board website (<https://www.oeb.ca>), and the Ministry of Energy, Northern Development and Mines website (<https://www.mndm.gov.on.ca/en>).

Each section of this report provides updates as required by the Ontario Energy Board in connection with MDM/R operations and performance, service level attainment, initiatives and software testing, as well as risks and issues.

This report includes the following updates:

- MDM/R Operation and Processing Performance
- MDM/R Performance
- LDC Performance
- MDM/R Service Levels
- Second Quarter Key SME Activities
- Additional Risks and Issues, and
- Other Opportunities and Next Steps

MDM/R Operation and Processing Performance

MDM/R PERFORMANCE

The MDM/R production environment remains stable and reliable, processing reads from over 5 million smart meters, for all LDCs in Ontario on a daily basis. The SME continues to respond to and address LDC support, service requests and issues in a timely manner.



64
LDCs



5,000,499
Smart Meters

In the second quarter of 2019, the MDM/R was operationally stable and exceeded service levels for 100% of meter reads, 99.95% of billing quantity requests, and 100% of master data updates.

LDC PERFORMANCE

The SME produces monthly performance metrics reports and daily-summarized operational data for each LDC through the MDM/R Service Desk tool. During the second quarter, there has been a downward trend in the number of estimated intervals which has positive impacts billing accuracy; however, billing success rates dropped between May and June due to a small increase in data conditions that prevent billing. The SME continues to monitor the MDM/R and work with the LDC community to improve the quality of their data submissions.

MDM/R SERVICE LEVELS

The Service Level Performance Chart presents two summary levels:

I. Critical Service Level Summary

The Critical Service Level Summary section includes processing metrics for Automatic Meter Read Processing, Billing Quantity Response Processing, Automatic MMD Incremental Synchronization Processing, MDM/R Graphical User Interface, Meter Read Retrieval Web Services, Reporting, Vendor Service Desk Incident Response, and Vendor Service Desk Service Requests.

II. Non-Critical Service Level Summary

The Non-Critical Service Level Summary section includes processing metrics for Meter Read Retrieval Web Services, MDM/R Availability, and Service Requests. The table also includes a Service Level breakdown for each month along with a quarterly summary¹.

¹ Percentages are rounded to the second decimal place for each metric.

Critical Service Level Summary		Apr-2019	May-2019	Jun-2019	4th Quarter
Automatic Meter Read Processing	Intervals Loaded	3,748,754,481	3,867,833,652	3,730,591,184	11,347,179,317
	Intervals Loaded on Time	3,748,754,481	3,867,833,652	3,730,591,184	11,347,179,317
	% Intervals Loaded on Time	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in accumulated delay >240 minutes ²	0	0	0	0
Automatic Billing Quantity Processing	BQ Requests	4,430,492	7,088,894	5,018,665	16,538,051
	BQ Requests Fulfilled on Time	4,430,492	7,088,894	5,018,263	16,537,649
	% Requests Fulfilled on Time	100.00%	100.00%	99.99%	100.00%
	Number of incidents resulting in accumulated delay >240 minutes ²	0	0	1	1
Automatic MMD Incremental Synchronization Processing	Data Elements Requested	4,134,225	1,288,637	1,244,236	6,667,098
	Data Elements Loaded on Time	4,134,225	1,288,637	1,241,132	6,663,994
	% Data Elements Loaded on Time	100.00%	100.00%	99.88%	99.95%
	Number of incidents resulting in Data Elements loaded outside of agreed Service Level target ²	0	0	0	0
MDM/R Graphical User Interface	Availability	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in MDM/R Graphical User Interface availability outside of agreed Service Level target ²	0	0	0	0
Meter Read Retrieval Web Services	Availability	100.00%	100.00%	99.98%	99.99%
	Number of incidents resulting in Meter Read Retrieval Web Services availability outside of agreed Service Level target	0	0	0	0
Reporting	Percentage completed on time	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in Reporting percentage completion outside of agreed Service Level target	0	0	0	0
Vendor Service Desk Incident Response	Response Time	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in Vendor Service Desk Incident Response Time outside of agreed Service Level target	0	0	0	0
Vendor Service Desk Service Requests	Resolution Time	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in Vendor Service Desk Request resolution time outside of agreed Service Level target	0	0	0	0

Non-Critical Service Level Summary		Apr-2019	May-2019	Jun-2019	4th Quarter
Meter Read Retrieval Web Services	Response Time	99.99%	99.99%	99.99%	99.99%
	Number of incidents resulting in Meter Read Retrieval Web Services response time outside of agreed Service Level target	0	0	0	0
MDM/R Availability	Availability	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in MDM/R Availability outside of agreed Service Level target	0	0	0	0
Service Requests	Resolution Time	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in Service Requests resolution time outside of agreed Service Level target	0	0	0	0

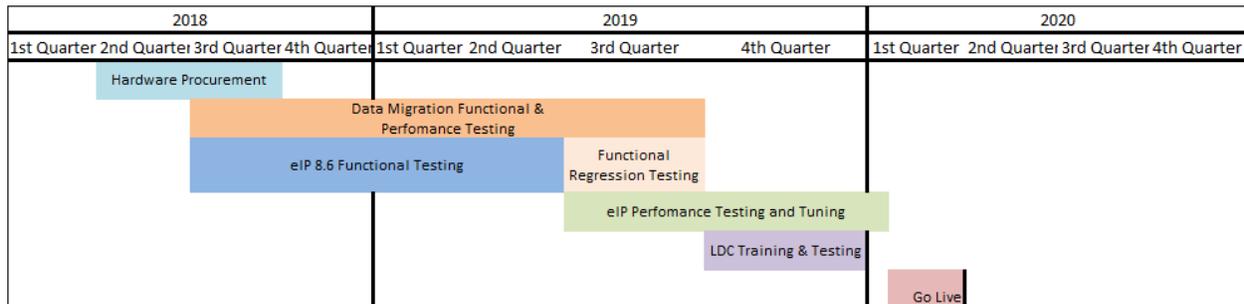
2ND QUARTER ACTIVITIES

SME Steering Committee (SSC)

During the second quarter the SSC met on June 18th. In the open call portion of the meeting the SME provided operational updates as well as updates on the Third Party Access project, the MDM/R EnergyIP 8.6 upgrade, LDC Mergers, MDM/R Archiving, and the Sterling AS2 Upgrade. The SME also described a number of Data Governance initiatives designed at improving the integrity of the LDCs’ data submissions. Engagement from the LDC community was high, as the SSC received multiple questions and provided clarifications for the 8.6 upgrade and Sterling migration. The next meeting is scheduled for September 11, 2019 at the IESO downtown Toronto office.

EIP 8.6 Upgrade

Data migration and functional testing is still underway as the SME continues to test the next major release of the EnergyIP platform. One of the guiding principles of this upgrade is to limit impact to LDCs by minimizing changes to the application interfaces. To reduce the testing effort in the fall, the SME will temporarily scale up the LDC 8.6 test environment to a full sized production environment. This will allow LDCs to test with minimal effort by duplicating their data from production and allow LDCs to perform parallel testing. Feedback from the LDCs, regarding the changes identified to date, has been positive. The upgrade project is on track to be completed by end of Q1 2020.



LDC Training

The SME provided Basic GUI training on May 7th. The SME is now finalizing an 8.6 Upgrade webinar which is expected to be delivered in late Q3, and plans are underway to begin upgrading the SME MDM/R eLearning course offerings in the fall.

SME Service Desk

In May the SME deployed a new DC18 High Usage report to the LDC Action Items application. This new report allows LDCs to identify Service Delivery Points where the daily usage exceeds 2,000 kWh so that corrective action can be taken earlier in the billing process if required.

LDC Mergers

The SME has three mergers scheduled for this year in Q4. The merger between EARTH Power Corporation and West Coast Huron Energy is scheduled for October 2019, the merger of Thunder Bay Hydro and Kenora Hydro (now known as Synergy North) is scheduled for early November 2019, and the merger between Entegrus Powerlines and St. Thomas Energy is planned for late November 2019.

During the second quarter of 2019, the SME conducted a site visit with Synergy North to outline the MDM/R LDC merge procedure and ensure resources and systems are available as needed to support their merge activities.

Toronto Hydro Phase 2 Enrolment

During Q2, Toronto Hydro completed their ramp up of billing requests sent to the MDM/R.

Ontario Harris User's Group (OHUG)

On May 7th, 2019 the SME presented at the Ontario Harris User's Group. Harris is a Customer Information System (CIS) utilized by over 200 utilities throughout North America & the Caribbean. The OHUG conference allows for collaboration with other local utilities, share lessons learned and receive updates on Harris technologies. The SME presentation included valuable insights into the 8.6 upgrade project, as well as general updates. The presentation was well received and engagement was high throughout the presentation.

LDC Transition to the new MDM/R AS2 - Sterling

Based on recommendations from the SME's annual security penetration test, the SME has upgraded its file transfer (AS2) systems and software. This upgrade project has been communicated to the LDC community for over a year now, and at the time of this report, 28 LDCs have transitioned to the MDM/R's new AS2. The SME and its Operational Service Provider have been working to ensure every LDC has transitioned before the targeted deadline of August 30th, 2019.

Third Party Access

On December 4th, 2018 the SME filed an application with the Ontario Energy Board ("OEB") seeking an order for:

- (a) authorizing the SME to charge market prices for third party access ("TPA") to de-identified information (as defined in the proposed amendments to the SME's licence and referred to below as the "data");
- (b) approving the establishment of a new sub-account, the Benefits Account, under the Balancing Variance Account ("BVA") to track the net revenue generated from TPA; and
- (c) amending the SME's licence, as described below, to allow the SME to:
 - (i) provide access to the data to any person who meets the terms of access established by the SME and enters into a Data Use Agreement ("DUA") with the SME; and

(ii) annually report the net revenue generated by TPA accumulated in the Benefits Account, a sub-account of the BVA.

As settlement between parties has not been reached during the March 25th Settlement Conference, the regulatory proceedings continue as per OEB's process and direction.

Additional Risks and Issues

There are no additional risks or issues to report.

Other Opportunities and Next Steps

There are no other opportunities or next steps to report.